

**A STUDY ON EMPLOYEE SATISFACTION TOWARDS TRAINING PROGRAM WITH
SPECIAL REFERENCE TO 4 M TRUSTS CHENNAI**

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Abstract

This Article has been written on “Effectiveness of training” in 4m trust. The Primary Objective of this project is that to measure the effectiveness of training provided by 4m trust. The Secondary Objectives are to study the evaluate the Effectiveness of training imparted to the women community.

A Research Methodology was followed for the effective functioning of the research. The Research design used in the study is descriptive. The sampling technique used by the researcher is non-probability sampling. The sample size taken up by the researcher is to the training of “4m trust”. Questionnaire method was followed to collect primary data and the secondary data was collected from the organization and books available.

The major findings of the research are that in Health care services, and Welfare & Relief Services, Social Welfare, Social Defence – Schemes / programmers and Our Self-Help Group Activities. There are help for under poverty line people identifying poor and physically handicapped people and motive. They are highly satisfied people who are below poverty line.

The resulted analysis helped us to understand the satisfaction level of employees in the training and development activities carried out by 4M TRUST.

Keywords: 4M Trust, Social welfare, Services and Health Care.

INTRODUCTION

Training is widely understood as communication directed at a defined population for the purpose of developing skills, modifying behavior, and increasing competence. Generally, training focuses exclusively on what needs to be known. Education is a longer-term process that incorporates the goals of training and explains why certain information must be known. Education emphasizes the scientific foundation of the material presented both training and education induce learning, a process that modifies knowledge and behavior through teaching and experience. The research model described here pertains to both training and education. Therefore, in this document, “training” refers to both processes.

In contrast to informal training (which is embedded in most instances of human exchange), formal training interventions have stated goals, content, and strategies for instruction. The model integrates primary and secondary data collection with qualitative and quantitative analyses so that the benefits of each research technique can be applied to the evaluation of training effectiveness.

IMPORTANCE OF TRAINING

Optimum Utilization of Human Resources – Training and Development helps in optimizing the utilization of human resource that further helps the employee to achieve the organizational goals as well as their individual goals.

Development of Human Resources – Training and Development helps to provide an opportunity and broad structure for the development of human resources' technical and behavioral skills in an organization. It also helps the training in attaining personal growth. Development of skills of employees – Training and Development helps in increasing the job knowledge and skills of employees at each level. It helps to expand the horizons of human intellect and an overall personality of the training.

Training and Development aids in organizational development i.e. Organization gets more effective decision making and problem solving. It helps in understanding and carrying out organizational policies. Training and Development helps in developing leadership skills, motivation, loyalty, better attitudes, and other aspects that successful workers and managers usually display.

Trained employees would be a valuable asset to the organization. Organizational efficiency, productivity, progress and development to a greater extent depend on training. If the required training is not provided, it leads to performance failure of the employees. Organizational objectives like viability, Stability, and growth can also be achieved through training. Training is important as it constitute a significant part of management control. Training enhances 4C's viz. Competence, Commitment, Creativity, and Contribution for the organization.

NEED FOR BASIC PURPOSE OF TRAINING TO IMPROVE PRODUCTIVE:

Purposeful instruction can help trainees increase their level of performance on their present assignment. Increased human performance often directly leads to increased operational productivity and increased company profit.

TO IMPROVE QUALITY :

Better-informed workers are less likely to make operational mistakes.

TO HELP A COMPANY FULFILL ITS FUTURE PERSONNEL NEEDS:

Organizations that have a good internal educational program will have to make less drastic manpower changes and adjustments in the event of sudden personnel alternations. When the need arises, organizational vacancies can more easily be staffed from internal sources if a company initiates and maintains an adequate instructional program for both its non-supervisory and managerial employees”

TO IMPROVE ORGANIZATIONAL CLIMATE:

An endless chain of positive reactions results from a well-planned training program. Production and product quality may improve; financial incentives may then be increased, internal promotions become stressed, less supervisory pressure ensure and base pay rate increases result. Increased morale may be due to man factors, but one of the most important of these is the current state of an organizations' educational endeavor.’

TO IMPROVE HEALTH AND SAFETY:

Proper training can help prevent industrial accidents. A safer work environment leads to more stable mental attitudes on the part of the employees.

OBSOLESCENCE PREVENTION:

Training programs foster the initiative and creativity of employees and help to prevent manpower obsolescence, which may be due to age, temperament or motivation, or the inability of a person to adapt him to technological changes.”

PERSONAL GROWTH:

“Employees on a personal basis gain individually from their exposure to educational experiences”

BENEFITS OF TRAINING

Training is essential because technology is developing continuously and at a fast rate. Systems and practices get outdated soon due to new discoveries in technology, including technical, managerial and behavioral aspects. Organizations that do not develop mechanisms to catch up with and use the growing technology soon become stale. However, developing individuals in the organization can contribute to its effectiveness of the organization. There are some other reasons also for which this training becomes necessary.

RESEARCH METHODOLOGY

Research method is an academic activity and as such the term should be used in a technical sense. This research comprises of defining and redefining problem, formulating hypothesis or suggested solution, collecting, organizing, evaluating data, making deduction, reaching conclusion and at last carefully testing the conclusion to determine whether they fit the formulating hypothesis.

DESCRIPTIVE RESEARCH

The research was descriptive in nature. Descriptive Research includes surveys and fact findings enquire. The major purpose of research is description of the state of affairs as it existed. The methods of research utilized in survey methods.

RESEARCH DESIGN

“A Research design is the arrangement of condition for the collection and analysis of data in a manner that aim to combine relevance to the research purpose with economy in procedure.” After identifying the variables in the problem situation we can create the theoretical framework of the study, the next step is to design the research in a way that the requisite data can be gathered and analyzed to arrive at a solution. The various methods and techniques that are adopted to extract the most reliable information are given below,

Method of Data Collection : **Primary data and secondary data**

Type of research : **Descriptive Research**

Sampling Method : **Convenience sampling**

Sample Size : **43**

SAMPLING METHOD

The researcher has used convenience sampling method to collect the samples. This convenience sampling method is a non-probability sampling under which the sampling units are chosen primarily on the basis of the convenience of the research. That woman who was trained by

the 4M TRUST was elected as the respondents for the questionnaire upon this convenience sampling method.

SAMPLING SIZE

The determined sample size for this study is 43 numbers collected from the 4m trust.

METHOD OF DATA COLLECTION:

Data collection for this study consists of two types of data.

- Primary Data
- Secondary Data

PRIMARY DATA

- The primary data was collected from women who was trained by the of 4M TRUST.

SECONDARY DATA

- The secondary data source can be found more quickly and cheaply than primary date.
- Information is collected from company's brochures, company websites, discussing with the higher officials and personal files constituting the secondary data collection.

TABLE 1: RESPONDENTS REGARDING THE LEVEL OF OUTPUT

| S. No. | Working style | No of Respondents | % |
|--------|-------------------------|-------------------|------------|
| 1. | Increase in production | 20 | 46 |
| 2. | Same as before training | 18 | 42 |
| 3. | Less productive | 5 | 12 |
| | TOTAL | 43 | 100 |

INFERENCE: From the above analysed table 46% of the respondents belong to increase in production and 42% of the respondent belong to same as before training and less productive belong to 12%.

TABLE 2: RESPONDENTS REGARDING THE LEVEL OF QUALITY

| S. No. | Working quality | No of Respondents | % |
|--------|-------------------------|-------------------|------------|
| 1. | Best quality | 25 | 59 |
| 2. | Same as before training | 12 | 28 |
| 3. | Inferior quality | 6 | 13 |
| | TOTAL | 43 | 100 |

INFERENCE: From the above analysed table 59% of the respondents belong to best quality and 28% of the respondent belong to same as before training and 13% of the respondent belong to inferior quality.

TABLE 3 RESPONDENTS REGARDING THE LEVEL EXTENT THE TRAINER

| S. No. | Working type | No of Respondents | % |
|--------|---------------|-------------------|------------|
| 1. | Great Extent | 19 | 42 |
| 2. | Normal Extent | 20 | 46 |
| 3. | No Extent | 5 | 12 |
| | TOTAL | 43 | 100 |

INFERENCE: From the above analysed table 46% of the respondent belongs to normal extent and 42% of the respondent belongs to great extent and 12% of the respondent belongs to no extent.

TABLE 4 RESPONDENTS REGARDING THE KNOWLEDGE OF TRAINER

| S. No. | Working model | No of Respondents | % |
|--------|---------------|-------------------|------------|
| 1. | Excellent | 10 | 24 |
| 2. | Good | 25 | 58 |
| 3. | Fair | 8 | 18 |
| | TOTAL | 43 | 100 |

INFERENCE: From the above analysed table 58% of the respondent belong to Good and 24% of the respondent belong to Excellent and 18% of the respondent belongs to fair.

TABLE 5: RESPONDENTS REGARDING THE TRAINER APPROACHES

| S. No. | Working type | No of Respondents | % |
|--------|---------------|-------------------|------------|
| 1. | Great Extent | 20 | 46 |
| 2. | Normal Extent | 17 | 40 |
| 3. | No Extent | 6 | 14 |
| | TOTAL | 43 | 100 |

INFERENCE: From the analyzed table 46% of the respondent belong to Great extent and 40% of the respondent belong to normal extent and 14% of the respondent belong to no extent .

TABLE 6: RESPONDENTS REGARDING THE TRAINING CONTENT

| S. No. | Work | No of Respondents | % |
|--------|--------------|-------------------|------------|
| 1. | Excellent | 13 | 32 |
| 2. | Good | 20 | 46 |
| 3. | Fair | 10 | 22 |
| | TOTAL | 43 | 100 |

INFERENCE: From the above analysed table 46% of the respondents belong to good and 32% of the respondents belong to excellent and 22% of the respondents belong to fair.

TABLE 7 RESPONDENTS REGARDING THE ASSUMPTIONS

| S. No. | Working method | No of Respondents | % |
|--------|----------------|-------------------|------------|
| 1. | Excellent | 15 | 34 |
| 2. | Good | 16 | 39 |
| 3. | Fair | 12 | 27 |
| | TOTAL | 43 | 100 |

INFERENCE: From the above analysed table 39% of the respondents belong to good and 34% of the respondents belong to excellent and 27% of the respondents belong to fair.

TABLE 8 RESPONDENTS REGARDING THE PROGRAMMES PLANNED AND CONDUCTED

| S. No. | Working | No of Respondents | % |
|--------|-----------------|-------------------|------------|
| 1. | Very true | 10 | 23 |
| 2. | True | 20 | 47 |
| 3. | Not at all true | 13 | 30 |
| | TOTAL | 43 | 100 |

INFERENCE: From the above analysed table 47% of the respondents belong to true and 30% of the respondents belong to not at all true and 23% of the respondents belong to very true.

TABLE 9 RESPONDENTS REGARDING THE SCOPE FOR IMPROVEMENT

| S. No. | Working Since | No of Respondents | % |
|--------|----------------|-------------------|------------|
| 1. | Strongly agree | 11 | 24 |
| 2. | Disagree | 10 | 23 |
| 3. | Agree | 22 | 53 |
| | TOTAL | 43 | 100 |

INFERENCE: From the above analyzed table 53% of the respondents belong to agree and 24% of the respondents belong to strongly agree and 23% of the respondents belong to disagree.

TABLE 10 RESPONDENTS REGARDING THE LEVEL OF ENTHUSIASM PARTICIPATING

| S. No. | Working Since | No of Respondents | % |
|--------|---------------------|-------------------|------------|
| 1. | Highly enthusiastic | 13 | 32 |
| 2. | Boring | 20 | 46 |
| 3. | Enthusiastic | 10 | 22 |
| | TOTAL | 43 | 100 |

INFERENCE: From the above analysed table 46% of the respondents belong to boring and 32% of the respondents belong to highly enthusiastic and 22% of the respondents belong to enthusiastic.

FINDINGS

- ✓ As per the survey it is found that 46% of the respondents belong to increase in production
- ✓ From the analysis it is found that 59% of the respondents belong to best quality
- ✓ Nearly 46% of the respondent belongs to normal extent in the third category
- ✓ From the analysed table 58% of the respondent belong to Good
- ✓ From the analyzed table 46% of the respondent belong to Great extent and 40% of the respondent belong to normal extent
- ✓ From the analyzed table 46% of the respondents belong to good
- ✓ From the analyzed table 47% of the respondents belong to true
- ✓ From the analyzed table 39% of the respondents belong to good
- ✓ From the analyzed table 53% of the respondents belong to agree and 24% of the respondents belong to strongly agree
- ✓ From the analyzed table 46% of the respondents belong to boring

- ✓ the analyzed table 44% of the respondents belong to normal extent
- ✓ 40% of the respondents belong to good and 40% of the respondents belong to fair and 20% of the respondents belong to excellent.
- ✓ 35% of the respondents belong to useless and 30% of the respondents belong to useful
- ✓ Table 33% of the respondents belong to highly useful
- ✓ 42% of the respondents belong to good and 28% of the respondents belong to very good
- ✓ 33% of the respondents belong to excellent
- ✓ Table 33% of the respondents belong to good and 28% of the respondents belong to excellent
- ✓ 33% of the respondents belong to good and 28% of the respondents belong to excellent and 23% of the respondents belong to very good and 16% of the respondents belong to.

SUGGESTIONS

A successful strategy for evaluating the effectiveness of training requires careful analysis of the job tasks for which the training will take place. It is important to carefully prioritize the evaluation so that its primary focus is on the human care tasks that are most frequent, critical, and difficult to learn. Because the training program as a whole is effective only if it results in good trainer research performance, it is important to measure actual performance of the trainers as well as trainees and underlying knowledge. We recommend using a combination of measures, which will provide the most valid and reliable data on the aspects of performance that are most important at an acceptable cost hence, the overall training strategy is efficient in this organization.

CONCLUSION

To conclude, the trained evaluation on effectiveness of training under 4m trust was found to be very good. If 4m trust enhances its training system based on the above findings and suggestions it would help the trained to improve their training level to increase their competency and help in planning the career and for their future achievement in target.

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